



Could we have done better?

Procedures for dealing with a request
for an internal review or complaint
under the Freedom of Information Act 2000

This edition: April 2015

transportfocus 

Introduction

Transport Focus is committed to upholding the spirit as well as the letter of the responsibilities placed on public authorities under the Freedom of Information Act 2000 and the Environmental Protection Regulations 2004.



These procedures help support this commitment. They apply both to conducting an internal review following a complaint in respect of the handling of a request for information, and to a complaint made under our publication scheme. In the former case, such a review would also cover circumstances in which a decision to withhold information had been previously made.

These procedures also set out how we will respond to a complaint about Transport Focus's work or activities (see flow chart, right).

Target dates

Our aim is to conduct a review and respond to the applicant / complainant within 20 working days. If we need longer we will make this clear either at the outset, or within the 20 working days.

Fair and thorough?

We will do our best to ensure that any review will be impartial, thorough, clear and simple. We will arrive at a fresh decision based on a reconsideration of all factors relevant to the issue(s).

No review will ever be conducted by the member of staff who dealt with the original request or application.

Where it is necessary to review any exemptions or the application of the public interest test, we will do this on the basis of the circumstances that applied at the time of the original request or application.

Assured

All matters dealt with under this procedure will be reported to the Audit and Risk Assurance Committee of Transport Focus.

To make any comments, raise any concerns, make a complaint or to request a formal internal review of response under the Freedom of Information Act, please contact:

Senior Information Risk Owner Transport Focus

at the address on the back of this leaflet
or by email to: siro@transportfocus.org.uk

If you remain dissatisfied you can contact the Information Commissioner at any time – these details are also provided.

Summary flow chart of our procedures

Previously dealt with request for information. These procedures and the details of how to contact the Information Commissioner are included in our response

The Transport Focus publication scheme is based on the compliant template

Request for internal review for non disclosure

Complaint about how we handled a request

Complaint about our publication scheme

Received by Transport Focus; logged on day of receipt; identify target date for substantive response

Acknowledged, (target date for response included) by Head of Business Services who will conduct the review

Scoping document identifies key issues to be addressed and who is to be involved. Requests for further information, if necessary, issued and material reviewed

A fair and thorough review of handling issues and of decisions taken pursuant to the Act / regulations is undertaken

Response to applicant may have the following outcomes

Upholding the original decision, or disclosing information originally sought

Apology or otherwise

Apology and change to scheme, or not





Contact us

Transport Focus
Fleetbank House
2-6 Salisbury Square
London EC4Y 8JX
www.transportfocus.org.uk

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
www.ico.gov.uk

Design & print **TU ink** www.tuink.co.uk